



MVP Health Care Contact Sheet

We're here to help!

For Claims Status, Claims Questions, Coordination of Benefits (COB) Questions, Referral or Adjustment Form Assistance

Call **Professional Relations Service Center** at **(585) 325-3114** or **1-800-999-3920**
For referrals fax to **585-327-5759**.

Please send Adjustment forms to:

MVP - Attention Claims Dept
P.O. Box 22920, Rochester NY 14692-2920

Please send Appeal letters and supporting documentation to:

For no prior authorization or not medically necessary

Appeals Dept.
220 Alexander Street, Rochester, NY 14607

For Provider appeals for exceeding the timely filing limits, claim denied according to MVP policy or provided service not a covered benefit:

MVP Claim Provider Appeal Coordinator
220 Alexander Street, Rochester, NY 14607

For Electronic Claims Submission (Electronic Data Interchange)

Please contact our EDI Coordinator toll-free at **1-800-933-3920 ext. 2239** or **(585) 327-2239**

For Manual Claims Submission (CMS 1500 or UB-04)

MVP - Attn: Claims Dept
PO Box 22920, Rochester, NY 14692-2920

For Member Eligibility

Verify benefits and member eligibility online at **www.mvphealthcare.com** or call:
Professional Relations Service Center at **1-800-999-3920** or **(585) 325-3114**

For Professional Relations

Assistance with Credentialing, Website Navigation, Demographic Changes, Supply Requests, Policy and Procedure Inquiries or to request a visit from your representative:

Please review the **PR Territory List** on **www.mvphealthcare.com** to find your representative's direct contact information.

For Utilization Management

Prior Authorization, Prior Notification, and 23 Hour Observations Requests, please call:

585-327-5775 Option 2 or **1-800-324-3899 Option 2** Telephone
585-327-2275 Fax

For authorization, referrals or questions regarding Mental Health/Substance Abuse call:

Behavioral Health Clinician Line - 585-258-8077
Behavioral Health Referral Line - 585-327-2477 or **1-800-836-1430**

For Web Site Technical Assistance

Please contact the eSupport HelpDesk at **1-888-656-5695** or fax your question to **(585) 327-2469**.